1.   (Currently Amended) A method of supporting client calls within a private computer network of an organization having a plurality of agents, such method comprising the steps of:

detecting receipt of a call from a client of the organization through an interface of the private computer network of the organization with a public communication network;

continuously scanning and reading idle input stack locations of a protocol stack of the client to detect received calls and determining a type of the received call;

selecting an agent of the plurality of agents based upon the determined type of call; and

independently spawning a call processing application based upon the determined type of call and upon the selected agent with a first end of the independently spawned call processing application operatively coupled to a predetermined protocol stack of the selected agent and with a second end of the independently spawned call processing application operatively coupled to the protocol stack of the client, said independently spawned call processing application being operable to exchange information between the selected agent and the client, said protocol stack of the agent and protocol stack of the client being disposed inside the private computer network and wherein communication between the predetermined protocol stack of the agent and protocol stack of the client operates under a first protocol and communication between the protocol stack of the client and the client through the public communication network operates under a second protocol.

2.   (Original) The method of supporting client calls as in claim

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1 further comprising detecting call associated information
received along with the call.

3.   (Original) The method of supporting client calls as in claim
2 further comprising selecting the agent for connection to the
call based upon the call associated information.

4.   (Original) The method of supporting client calls as in claim
3 further comprising identifying the client from the call
associated information.

5.   (Original) The method of supporting client calls as in claim
4 further comprising retrieving client information based upon the
identity of the client.

6.   (Original) The method of supporting client calls as in claim
5 further comprising transferring the retrieved client
information to the selected agent along with delivery of the call
to the agent.

7.   (Original) The method of supporting client calls as in claim
1 further comprising routing call information from the client to
the agent under a TCP/IP format.

8.   (Currently Amended) The method of supporting client calls as
in claim 1 further comprising defining the call type as a VoIP
call under at least one of an H323 format, a SIP format and a
MGCP format.

9.   (Original) The method of supporting client calls as in claim
1 further comprising defining the call type as a web page call
under an http format.

10. (Currently Amended) The method of supporting client calls as in claim 1 further comprising ~~defining the call type as a VoIP call under an SIP format~~ determining a format of the call and spawning an application compatible with the determined format.

11. (Original) The method of supporting client calls as in claim 1 further comprising defining the call type as an T120 chat session call under a T120 format.

12. (Currently Amended) The method of supporting client calls as in claim 1 ~~further comprising defining the call type as a VoIP call under an MGCP format~~ wherein the protocol stacks each comprise a number of stack locations, the number of stack locations being increased or decreased based upon load.

13. (Previously Presented) The method of supporting client calls as in claim 1 further comprising conferencing a third party into the call using a plurality of software mixers operatively coupled between the protocol stack of the agent and the protocol stack of the client.

14. (Previously Presented) The method of supporting client calls as in claim 1 wherein the protocol stacks use a VoIP protocol.

15. (Previously Presented) The method of supporting client calls as in claim 13 wherein the step of conferencing a third party into the call further comprises adding another client as the third party.

16. (Currently Amended) An apparatus for supporting client calls within a private computer network of an organization having a

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plurality of agents, such apparatus comprising:

means for detecting receipt of a call from a client of the organization through an interface of the private computer network of the organization with a public communication network;

means for continuously scanning and reading idle input stack locations of a protocol stack of the client to detect received calls and for determining a type of the received call;

means for selecting an agent of the plurality of agents based upon the determined type of call;

means for independently spawning a call processing application based upon the determined type of call and upon the selected agent with a first end of the independently spawned call processing application operatively coupled to a predetermined protocol stack of the selected agent and with a second end of the independently spawned call processing application operatively coupled to the protocol stack of the client, said independently spawned call processing application being operable to exchange information between the selected agent and the client, said protocol stack of the agent and protocol stack of the client being disposed inside the private computer network and wherein communication between the predetermined protocol stack of the agent and protocol stack of the client operates under a first protocol and communication between the protocol stack of the client and the client through the public communication network operates under a second protocol.

17. (Original) The apparatus for supporting client calls as in claim 16 further comprising means for detecting call associated information received along with the call.

18. (Previously Presented) The apparatus for supporting client calls as in claim 17 further comprising means for selecting the

agent for connection to the call based upon the call associated information.

19.   (Previously Presented) The apparatus for supporting client calls as in claim 18 further comprising identifying the client from the call associated information.

20.   (Previously Presented) The apparatus for supporting client calls as in claim 19 further comprising retrieving client information based upon the identity of the client.

21.   (Previously Presented) The apparatus for supporting client calls as in claim 20 further comprising means for transferring the retrieved client information to the selected agent along with delivery of the call to the agent.

22.   (Previously Presented) The apparatus for supporting client calls as in claim 16 further comprising means for routing call information from the client to the agent under a TCP/IP format.

23.   (Previously Presented) The apparatus for supporting client calls as in claim 16 further comprising defining the call type as a VoIP call under an H323 format.

24.   (Previously Presented) The apparatus for supporting client calls as in claim 16 further comprising defining the call type as a web page call under an http format.

25.   (Previously Presented) The apparatus for supporting client calls as in claim 16 further comprising defining the call type as a VoIP call under an SIP format.

26. (Previously Presented) The apparatus for supporting client calls as in claim 16 further comprising defining the call type as an T120 chat session call under a T120 format.

27. (Previously Presented) The apparatus for supporting client calls as in claim 16 further comprising defining the call type as a VoIP call under an MGCP format.

28. (Previously Presented) The apparatus for supporting client calls as in claim 16 further comprising means for conferencing a third party into the call.

29. (Previously Presented) The apparatus for supporting client calls as in claim 28 wherein the means for conferencing a third party into the call further comprises means for adding another agent as the third party.

30. (Previously Presented) The apparatus for supporting client calls as in claim 28 wherein the step of conferencing a third party into the call further adding another client as the third party.

31. (Currently Amended) An apparatus for supporting client calls within a private computer network of an organization having a plurality of agents, such apparatus comprising:
    a protocol stack adapted to receive a call from a client of the organization through an interface of the private computer network of the organization with a public communication network;
    a call criteria adapted to determine a type of the received call;
    a setup application that continuously scans and reads idle input stack locations of a protocol stack of the client to detect

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received calls, determines the type of the received calls based on the call criteria, and selects an agent of the plurality of agents based upon the determined type of call;

the set up application being further adapted to independently spawn a call processing application based upon the determined type of call and upon the selected agent with a first end of the independently spawned call processing application operatively coupled to a predetermined protocol stack of the selected agent and with a second end of the independently spawned call processing application operatively coupled to the protocol stack of the client, said independently spawned call processing application being operable to exchange information between the selected agent and the client, said protocol stack of the agent and protocol stack of the client being disposed inside the private computer network and wherein communication between the predetermined protocol stack of the agent and protocol stack of the client operates under a first protocol and communication between the protocol stack of the client and the client through the public communication network operates under a second protocol.

32. (Previously Presented) The apparatus for supporting client calls as in claim 31 further comprising a network interface card adapted to detect call associated information received along with the call.

33. (Previously Presented) The apparatus for supporting client calls as in claim 31 further comprising defining the call type as a VoIP call under an H323 format.

34. (Previously Presented) The apparatus for supporting client calls as in claim 31 further comprising defining the call type

as a web page call under an http format.

35. (Previously Presented) The apparatus for supporting client calls as in claim 31 further comprising defining the call type as a VoIP call under an SIP format.

36. (Previously Presented) The apparatus for supporting client calls as in claim 31 further comprising defining the call type as an T120 chat session call under a T120 format.

37. (Previously Presented) The apparatus for supporting client calls as in claim 31 further comprising defining the call type as a VoIP call under an MGCP format.

38. (Previously Presented) The apparatus for supporting client calls as in claim 31 further comprising means for conferencing a third party into the call.

39. (Previously Presented) The apparatus for supporting client calls as in claim 31 wherein the means for conferencing a third party into the call further comprises means for adding another agent as the third party.

40. (Previously Presented) The apparatus for supporting client calls as in claim 38 wherein the step of conferencing a third party into the call further adding another client as the third party.